

For our guests who want to view and Indians ballgame in the utmost style, there are four levels of luxury suites at Jacobs Field.

As you can see, we have a lot to offer our guests as they visit our home – home of the 1995 and 1997 American League Champions.



Photo: Gregory Drezdson

WHO'S WHO

- **CLEVELAND INDIANS**
- **LEVY RESTAURANTS**
- **SPORTSERVICE**
- **AMPCO**



Photo: Gregory Drezdson

CLEVELAND Indians™

Professional baseball in Cleveland is one of the city's oldest traditions, reaching its 131st anniversary in 2000.

When fans think of professional baseball in Cleveland, most think of the Cleveland Indians as being one of four charter members of the American League (along with Boston, Chicago, and Detroit,) which began in 1901, reaching its 100th Anniversary in 2001.

However, it was the Cleveland Forest City's who began this tradition on June 2, 1869 vs. the Cincinnati Red Stockings. The city of Cleveland has played host to every professional Major League ballclub in the history of the game.

Cleveland fielded a National Association team in 1871 and 1872; a National League team from 1879 to 1884, and an American Association club in 1888 and 1889. In addition, Cleveland played host to teams in the Player's League, Federal League, and Negro League.

In 1895, the Cleveland Spiders of the National League were winners of the Temple Cup Championship series against Baltimore (the Spiders lost the championship series to Baltimore the following season). The Cleveland Buckeyes of the Negro League were crowned champions in 1945. The 1920 & 1948 Indians own World Series titles.

Many great ballplayers have graced the diamonds in Cleveland from the likes of Major Leaguers Joe Jackson, Cy Young and Napoleon Lajoie in the early 1900s to Bob Feller, Larry Doby, Satchel Paige, Al Rosen, and Bob Lemon in the 40s and 50s to the modern era players of Roberto Alomar, Jim Thome, and Omar

Vizquel. Also in the late 1800s, Louis Francis Sockalexis was the first Native American professional baseball player and Larry Doby broke the color barrier in the American League.

In 1986, after a myriad of ownership changes with the Club that led to several decades of futility for the Indians, Richard E. and David H. Jacobs purchased the Club. Stable, committed ownership improved the farm system, and a new state-of-the-art Ballpark opened in 1994 to change the fortunes of the Cleveland Indians.

In February 2000, the Dolan Family, led by Larry and his son, Paul, purchased the ballclub. Mr. Larry Dolan indicated he made this major investment for varied reasons – one, the strength of the system that has been established and two, the *people* who created and continue to execute the plan.



Photo: Gregory Drezdzen

SPORTSERVICE

SPORTSERVICE Corporation, the largest provider of quality food and beverage services to Major League Baseball, has partnered with the Indians since the opening of Jacobs Field in 1994. Concession stands and portable carts are located in all areas of the ballpark offering a full range of customary ballpark fare and many unique specialty items. The map in the back of this directory highlights the outlets and menus.

SPORTSERVICE also provides the in-seat vendors roving the aisles offering those most often requested items. Prices will always be clearly identified for the guests' convenience and we ask that any discrepancies be reported immediately to the nearest host. The SPORTSERVICE office at Jacobs Field can be reached at all times by calling 216.420.4000.

LEVY RESTAURANTS

The Chicago-based Levy Restaurants currently operates a diverse range of 50 food service units throughout 17 national and international markets. The foundation of Levy Restaurants and the source of its worldwide reputation can be found in their Restaurant Group. Levy's culinary innovation and fine dining quality were developed here and can be found in such restaurants as Spiaggia, Bistro 110, and two restaurants at Walt Disney World.

During the baseball season, Levy provides fine dining in the members-only Terrace Club, casual fare in the Club Lounge, and specialty catering in the Suites. The Terrace Club is also open for lunch Monday through Friday 11:30 - 2 p.m. with the exception of afternoon games.

AMPCO GATEWAY EAST GARAGE

Incorporated in 1966, Ampco Systems Parking is a wholly owned subsidiary of ABM Industries, Inc., a publicly held, New York Stock Exchange listed corporation with revenues approaching one billion annually. Providing service in over 1,000 cities nationwide, Ampco Systems Parking was nominated for the prestigious *USA Today* Quality Cup award for service. No other company in our industry has been so honored. Our employees embrace our Customer Service Standards and our innovative Customer Courtesy Program that provides everything from complimentary candy to rainy day umbrella escorts for our parkers.

AMPCO

Gateway East Garage
1401 Lakeside Avenue
Cleveland, Ohio 44114

Phone: 216.621.6600



Photo: Gregory Drezdson

WELCOME TO THE CLEVELAND INDIANS

Welcome to the Major Leagues! You have just joined the Cleveland Indians, an organization whose foundation has been built on the ability to identify, nurture, and retain talented players, both on and off the field. We are proud to have such a committed group of people as part of our team and we're confident that you will find your experience with us a positive one.

The "team" philosophy of operation penetrates the entire organization from the field to the front office. This spirit of cooperation, where the business departments and the baseball departments work hand-in-hand to ensure a quality product on the field, as well as amenities and entertainment in the seats, is carried forward by the dedicated staff of this organization.

Being in the exciting business of baseball and entertainment, we have all been charged with the responsibility of being unique and creative in our approach to our employment. By aligning ourselves with driven individuals who are passionate about what they do and by providing them with the proper tools with which to accomplish their goals, we have consistently achieved a winning team in the eyes of the very best fan base.

The purpose of this Handbook is to provide you with valuable information concerning your employment with us. You will learn about our policies, procedures, and general guidelines for employee behavior that should enhance your relationship with us, the fans, and your co-workers. You will learn what is expected of you. And in return, what you can expect from us.

It is our hope that through this information, we will be able to continue making your work atmosphere a pleasant one. Please take the time to familiarize yourself with our ways of doing business. If for any reason you have questions concerning this information, simply ask your supervisor who will be glad to assist you.

The ultimate goal in baseball is to get "home." Although the definition of "home" means different

things to many people, it is our hope that your "run" with us be as rewarding as possible. As you embark upon this journey with the Cleveland Indians, we'd like to share with you a preamble from the National Association of Professional Baseball Leagues, Inc.:

"Baseball, the sport that captures the hearts and minds of millions with its athletic grace and stimulating strategy, is our passion. We cherish and embrace it as a parent would a child, giving it timeless devotion. We vow to protect the game we love, so that it may grow and prosper."

May your experience with us fulfill your dreams and expectations.



Photo: Gregory Drezdron

contents of these lockers. Never leave money or other valuables in your clothing, purse, or garment bag. If your uniform is stolen, lost, or damaged, you will be charged for its replacement. Take the necessary steps to safeguard your personal property. Locks left on lockers overnight will be removed and the contents held for 30 days. Personal bags will be checked as you exit the Ballpark following events.

PAYCHECK/PAYROLL DATES

The payroll reports are submitted twice a month to the Payroll Department. When in doubt regarding the dates that paychecks are due, refer to the payroll schedule provided to you at the time of employment. Do not call the Cleveland Indians to ask when your check will be ready.

Checks will be available for pick-up no earlier than noon on pay day. Your supervisor will arrange for check distribution. ALL checks must be signed for upon receipt. Employees must present their photo identification when picking up their checks.



Photo: Gregory Dredzdon

STAR EMPLOYEE RECOGNITION PROGRAM

S: Superior Guest Service with Smiles.

T: Teamwork with Internal Guests.

A: Attitude and Accountability.

R: Responsible, Reliable, and Respectful.

Our Star employees represent what outrageous guest service, teamwork, and employee initiative are all about. These individuals consistently display **STAR** qualities and perform their duties with the highest level of pride, initiative, and enthusiasm. Their performance with the Cleveland Indians enhances our reputation as a World Class organization.

Five times during each season, the following areas will select a **Star** and **Star Nominee** to be recognized:

- ♦ **Ballpark Operations** (Guest Services, Host/Greeters, Premium Seating, and CPD/Security Guards)
- ♦ **Custodial/Maintenance**
- ♦ **Merchandising Staff** (Concessions, Mail Order, Team Shops, and Distribution Center)
- ♦ **Supervisor** (To include Cleveland Indians Ballpark Operations, Custodial/Maintenance, Merchandising Staff only)
- ♦ **Levy**
- ♦ **Sportservice**

All Star and Star nominees will be recognized in a pre-game ceremony prior to the start of a designated home game. Additional awards will be issued prior to this on-field presentation.

We look forward to seeing you on the field!

TRIBELINK SYSTEM

TRIBELINK is the easy way for you to make your own schedule. Your supervisor will provide you with the appropriate TRIBELINK phone-in schedule. Call TRIBELINK at 216.574.2272 with your availability, TRIBELINK does the rest. Remember, TRIBELINK can't schedule you if you don't call in within the proper time frame.

EMPLOYEE GROUND RULES

THE IMAGE OF CHAMPIONS

All staff working at Jacobs Field shall pay careful attention to their personal appearance. We call it the Image of Champions. In order to project the Image of Champions, there are several facets of your daily appearance that you should always be aware of.

- ♦ The image begins with a clean neat uniform, and all leather shoes should be cleaned and polished. Only closed-toed, skid proof shoes are permitted. Sandals and flip-flops are not permitted.
- ♦ Proper personal hygiene is essential.
- ♦ Neatly trimmed mustaches and sideburns are the only facial hair permitted on men. Men must keep their hair clean and neatly trimmed at the back and sides, not to extend over the top of a standard dress shirt collar. Staff members with beards prior to employment will be allowed to wear them neatly trimmed. The growing of beards during the season is prohibited.
- ♦ Women should keep their hair clean and neat at a length which does not interfere with job functions.
- ♦ Extremes in hair style and hair color are unacceptable. Conservative, natural colors (blonde, brown, black, and red) and styles (free from excessive ornamentation, spiking, and shaving) reflect our professional appearance standards.
- ♦ Cosmetics, including but not limited to, fingernail polish and lipstick—must be conservative and discrete in application, including color. Nail length is not to exceed one (1) inch.
- ♦ Jewelry—including, but not limited to, rings (one per hand), bracelets, necklaces (all necklaces should be placed under your shirt), and earrings—must be conservative, discreet, and fit with the uniform (single post or one (1) inch dangle or hoop). Facial jewelry is strictly prohibited, this

includes but is not limited to, nose, eyebrow, and lip rings. Any jewelry which detracts from the uniform or constitutes a safety hazard is forbidden.

- ♦ Staff with uniforms that include a skirt must wear blue nylons and skirt length must be professional.

Another part of your overall appearance is your posture and presentation. No sitting is permitted unless a stool or chair has been provided at your assigned post. Leaning and slouching is not permitted, as it gives an impression of laziness and apathy. Eye contact is very important; so remember to keep your head up, with your eyes focused before you—and SMILE!

RULES OF CONDUCT

THE FOLLOWING ACTIVITIES MAY BE GROUNDS FOR IMMEDIATE DISMISSAL:

- ♦ Theft.
- ♦ Allowing non-paid/non-pass people into the Ballpark.
- ♦ Willful or malicious destruction of company property.
- ♦ Dishonesty, misrepresentation, or falsifying of facts related to the work situation.



Photo: Gregory Drezdzon

SMOKING (Employee Policy)

Employees are restricted to smoking in the designated area on the right field ramp between the Service Level and the Main Concourse. **THE ENTIRE SERVICE LEVEL IS A NON-SMOKING AREA, INCLUDING THE REST ROOMS, DRESSING ROOMS, AND BREAK ROOMS.**

SOLICITATION OR DISTRIBUTION OF LITERATURE

In order to avoid interruption of your work and protect both staff and guests from unnecessary annoyance, the following rules apply to solicitation and distribution of literature on Ballpark property:

- ♦ Staff may not solicit guests or staff for any purpose on Ballpark property.
- ♦ Staff may not distribute literature of any kind for any purpose during working time or in work areas.

No solicitation/distribution includes, literature, pamphlets, tickets (raffle or otherwise); membership in outside organizations, clubs, societies, etc.; fund raising activities for groups or organizations, flowers, gifts, parties, etc; and the sale of cosmetics, household goods, food, or other products.

UNIFORMS

Uniforms will be issued to all Game Day Staff members. A reimbursable deposit in the form of a payroll deduction is required. Staff are required to keep their uniforms in clean and pressed condition. Only the required uniform is to be worn while on duty. Your supervisor will inform you of any changes in uniform as the result of weather conditions. A pen and this handbook are part of your uniform.

In order to receive your uniform reimbursement, you must return your uniform to your supervisor at the close of the season (or when you terminate your employment with the Indians).

Failure to return your uniform at the end of the season will result in an additional deposit being taken at the beginning of the next season. This return/reimbursement process is to ensure all uniforms are professionally cleaned for the new season.

VISITING ON COMPANY TIME

Occasionally, you may have family members or friends who stop by. You will be even more popular as your family and friends see what you do at the finest sports facility in the country. In most instances, you have no control over the situation. Please make sure that visitors understand that this is a distraction from your job responsibilities. Ask them to meet you after the event.

WEAPONS

Any Ballpark employees seen carrying an unauthorized weapon, including, but not limited to: guns, knives, mace, handcuffs, nightstick, caps, blackjacks, etc., will be subject to immediate dismissal.



Photo: Gregory Drezdson

guest for not knowing the immediate remedy, but assure them you will find the answer. If you do not know what to do in a particular situation, contact your supervisor immediately, or ask questions during briefings.

ALCOHOL MANAGEMENT: T.E.A.M. — Techniques for Effective Alcohol Management

Techniques for Effective Alcohol Management (TEAM) is a national project that started in 1985. TEAM is designed to assist public facilities in:

- ♦ Promoting responsible alcohol service.
- ♦ Enhancing the safety and enjoyment of our guests.
- ♦ Reducing potential liabilities to facilities and servers.
- ♦ Reducing the incidence of drunk driving.

Everyone plays a role in TEAM. We must work together to ensure the responsible sale and consumption of alcohol during a ballgame. All staff will learn about



Photo: Gregory Drezdzon

the signs of alcohol impairment and the proper steps to take when handling an alcohol-related incident.

GUEST BEHAVIOR

All staff, regardless of their assignment, have the opportunity and responsibility to monitor guest behavior. Any indication of rowdiness must be immediately reported to the nearest supervisor, security person, or police officer. Unruly, disruptive behavior will not be tolerated. Profanity will not be tolerated. Any guest using profanity will be asked to leave the Ballpark.

- ♦ Try to resolve the situation by using effective public relations techniques. Keep your voice steady and firm, sincere and clear, not too loud or quiet. Speak at a steady, even pace and emphasize key words. Make sure your eye contact is firm, but not challenging. Stand up straight and tall—don't slouch or cower.
- ♦ Continuously monitor your area for rowdy behavior. Notify your supervisor or ask a fellow employee to do so if you cannot handle the problem yourself or if you cannot leave the situation.
- ♦ Monitor your area for alcohol abuse or underage drinking. Jacobs Field policy states that beer and other alcoholic beverages be served to guests who:
 - Show valid state or military identification which clearly indicates that the person is at least 21 years of age.
 - Are not intoxicated. If you notice someone you believe to be intoxicated, contact your supervisor.
 - Are not purchasing alcohol to give to a minor.
- ♦ When you notice someone you believe is under 21 years of age purchasing or consuming beer or other alcoholic beverages, contact your supervisor. If the person is underage or will not show an ID, contact a supervisor if you have not already done so.
- ♦ Monitor exits for guests leaving the Ballpark with

FAN GROUND RULES

The following are policies which we ask our guests to adhere to. These policies are intended to provide all of our fans with an equal opportunity to enjoy the game. Should you encounter a violation of these policies, approach the guest and explain the policy and its purpose. If the guest is unresponsive, notify your supervisor.

AMERICANS WITH DISABILITIES ACT

Jacobs Field has complied with the rules and regulations of the Americans with Disabilities Act. The Cleveland Indians work closely with the Cuyahoga County Commissioners Advisory Committee on Persons with Disabilities making Jacobs Field more accessible. Emergency alarms are both audible and visual — located in the concourses, elevator lobbies, elevator cars, and rest rooms.

Wheelchairs are available at each gate to provide transportation to and from the gate to the seat location. A wheelchair can be borrowed for this purpose by leaving an established form of identification at the gate. Guests who require assistance in transporting a companion to a seat location should contact a Guest Services Representative.

TTY telephone locations are: Section 113, Section 171, Section 504, and Section 553. These telephones can be used with either a credit card or coin operated.

AGE/STROLLER POLICY

Children who have not reached their *third birthday* do not need a ticket to enter Jacobs Field. They must be seated on a parent or guardian's lap. Strollers are permitted to enter the Ballpark provided the occupant meets the preceding criteria. Fold-up type strollers are to be stored beneath the seat during the game, or if it is a non-folding type, checked at a Guest Service Center or

at the gate. For the safety of everyone, it is important that strollers not be in an aisle or blocking access to an aisle. Strollers can be stored at a Guest Service Center.

ALCOHOL

No alcohol or illegal drugs may be brought through the gates of Jacobs Field. Anyone seen breaking the law—drinking underage or using illegal drugs—will be subject to immediate ejection and criminal prosecution.

Beer sales can be discontinued at anytime at the discretion of the Senior Director of Ballpark Operations.

AUTOGRAPHS

Fans may request player autographs in Sections 125-134 and 169-175 during the first 1/2 hour after the gates have opened. This is usually from 5:30-6:00pm for night games and from 11:30am-noon for day games. For information, guests should write a letter on non-profit organization letterhead to the attention of the Indians Community Relations Department. Included should be: the event name, who it will benefit, and the date of the event.



Photo: Gregory Drezdson

GUEST SERVICES

Guest Service Centers are located on the Main Concourse at Section 120 and at Section 519 of the Upper Concourse and open when the gates open. Guest Service Representatives are available to answer questions and assist guests.

KIDSLAND

KidsLand is located at Section 117 of the Main Concourse and is an area provided for children. Indians mascot Slider will even stop by from time to time to visit! Children may enjoy a treat at the concession stand from the "kids only" menu in KidsLand, featuring peanut butter and jelly sandwiches, juice boxes and more! To enter, children must be accompanied by an adult.

LASER POINTERS

Laser pointers and similar items are prohibited at Jacobs Field. In addition to the safety issues that these devices pose, they also interfere with both the play of the game and other fans' enjoyment. Anyone who is observed using a laser pointer will need to either leave the Ballpark or allow the device to be confiscated and destroyed. Any laser pointer which is confiscated will not be returned.



Photo: Gregory Drezdow

LOST AND FOUND

Guests needing to claim or report lost items during a game should visit any Guest Service Center (sections 120 and 519). Any item found by a game day staff member should also be taken to the nearest Guest Services location. Please provide the Guest Service Representative with the location and time the item was found. All items are tagged and logged as they are received. When possible, the Indians will contact the rightful owners. Guests with an inquiry regarding items lost at previous games should call the LOST AND FOUND HOTLINE at 216.420.4932. This number will apply for items lost throughout the Ballpark including our Premium Seating areas. A pickup time can be scheduled through the LOST AND FOUND HOTLINE. Items cannot be picked up without an appointment. Items are stored for 30 days and then donated to an appropriate charity.

NOISE MAKERS

Plastic bazooka horns, air horns, bugles, cowbells, or any other type of noisemakers which are deemed offensive to guests are prohibited from the Ballpark.

OFFICIAL GAME, RAINOUT, CURFEW

A game is considered official after 4 1/2 innings have been completed, five innings if the Indians are losing at the time of the delay. If a game is postponed prior to being an official game, please instruct guests to hold on to their ticket stubs. Details regarding rescheduling or refund of the purchase price will be announced at a later date. If the guest is a Season Ticket Holder, please instruct them to refer to their Season Ticket Holder Handbook for further information. No inning may begin after 1am. The curfew rule is waived on the visiting team's last regularly scheduled visit. Watch the scoreboard and listen to the P.A. announcements.

PAGING

Requests for paging are only honored when a situation has been confirmed to be of an extreme medical emergency. Incoming calls with requests for paging guests attending the baseball game will be questioned by a Fan Operator or Guest Services Representative to determine if it is an emergency.

If the situation can be verified via a return call to a physician, medical facility, police or fire department, we will deliver a message to the guest at their seat location if known. If necessary, the Guest Services Supervisor will request a Public Address System announcement from our Scoreboard Control Room requesting the fan report to Guest Services.



Photo: Gregory Drezdson

PETS

Pets are not allowed at Jacobs Field for any event. However, persons with disabilities are permitted to bring their service dogs into the Ballpark.

PREMIUM SEATING ACCESS

Only guests ticketed for Club Seats and Suites are permitted access to the elevators and Premium Seating Levels. The exception would be guests with disabilities requiring access to the Mezzanine Level, or Upper Deck Sections 307-317, and any guest accessing the 400-500 level seating via the Ontario elevator. These areas and access routes are also limited only to the assigned personnel.

Procedures to ensure proper ticketing are to be strictly adhered to.

REENTRY POLICY

Guests may not exit and reenter Jacobs Field using the same ticket. However, if there is an EMERGENCY a hand stamp may be issued at the Main Concourse Guest Service Center provided the proper criteria have been met. This will allow the guest a limited amount of time to exit the facility via a gate designated by Guest Services. Guests who leave the Ballpark at any time, including rain delays, without the hand stamp will not be permitted to reenter with the same ticket.

SCALPING OF GAME TICKETS

The resale of game tickets at any price is prohibited in and around the Ballpark. Violators are subject to arrest and prosecution by the Cleveland Police Department. Should you witness anyone reselling tickets at any price, inform your supervisor or Ballpark security immediately. The resale of tickets by employees is grounds for immediate dismissal.

SMOKING

Jacobs Field is a non-smoking facility with designated smoking areas. Non-smoking areas include: the entire seating bowl of Jacobs Field (including the outdoor seating of the Suites and Club Seats), KidsLand, and all public rest rooms. Smoking is permitted in the following areas: Back Yard Picnic Plaza, Patio area on the Main Concourse, all three concourse levels (Main, Mezzanine, and Upper Deck) on the East Ninth Street side of the Ballpark, in the Upper Deck next to the Ontario Street Elevator and Carnegie balcony, and the Bleacher Concourse on the Eagle Avenue side of the Ballpark.

All of these locations are open-air areas with concession stands and rest rooms nearby.

Additionally, the Terrace Club and Club Lounge have both smoking and non-smoking locations. Jacobs Field has signage identifying designated smoking and non-smoking areas for the convenience of our fans.

STANDING ROOM ONLY AREAS

There are five designated areas for guests with "Standing Room Only" tickets. They are: above the Left Field wall, behind Sections 101-113, behind Sections 303-317, the Back Yard, and the East Pedestrian Bridge.

SRO Guests should remain behind the painted yellow lines.

UMBRELLAS

Personal sized umbrellas are permitted. This is defined as an umbrella that is in the open position and covers one person. The acceptable size would be approximately a 24" - 30" span. Larger umbrellas (golf umbrellas) should be discouraged (due to viewing obstruction) and checked at the entry gate.

MISCELLANEOUS JACOBS FIELD INFORMATION

The following information is intended to assist staff and guests with information about Jacobs Field, the Cleveland Indians, and Cleveland Indians Charities — everything from player appearances to bank machine locations.

AUTOMATED TELLER MACHINES

ATM's are located at Sections 117 and 158 of the Main Concourse, Section 511 of the Upper Concourse, and in the Club Lounge. Should a guest have a problem with the machine, they will need to call the number located on the machine.

BACK YARD PICNIC PLAZA

Located in center field near the Indians bullpen, the Back Yard Picnic Plaza is a four-tiered area with great food and a super view of batting practice. For more information, guests should contact the Group Sales Department at 216.420.HITS.

Pregame picnics at the Back Yard begin when the gates open (1-1/2 hours before game time) and last until game time. Only guests who have purchased a Back Yard ticket may enter during this time. Some areas of the Back Yard close at game time, however, the Back Yard will reopen 1/2 hour after the game has started.



MISCELLANEOUS

Photo: Gregory Drezdzen

HOTEL INFORMATION

Cleveland Marriott Key Center	
127 Public Square	216.696.9200
Comfort Inn Downtown	
1800 Euclid Avenue	216.861.0001
Embassy Suites Cleveland Downtown	
1701 East 12th Street	216.523.8000
Hampton Inn	
1460 East 9th Street	216.241.6600
Holiday Inn Select	
1111 Lakeside Avenue	216.241.5100
Radisson at Gateway	
651 Huron Road	216.377.9000
Renaissance Cleveland	
24 Public Square	216.696.5600
Residence Inn by Marriott	
527 Prospect Avenue	216.443.9043
Ritz-Carlton Cleveland	
1515 W. 3rd Street	216.623.1300
Sheraton Cleveland City Centre	
777 St. Clair Avenue, NE	216.771.7600
Wyndham Cleveland	
1260 Euclid Avenue	216.615.7500
Tourist Information is available by calling the Convention and Visitor's Bureau at 216.621.5555.	



Photo: Gregory Drezdson

PROGRAMS/PUBLICATIONS

Indians Game Face Magazine

Official Souvenir Program—Available at all regular season home games and at all the Cleveland Indians Team Shops. Six issues throughout the regular season (changes approximately every 13 home games). To order by mail, please call 216.420.GIFT.

Indians Media Guide

Available at the Cleveland Indians Team Shops and at all regular season home games while supplies last. To order by mail, please call 216.420.GIFT.

Indians Yearbook

Available at the Cleveland Indians Team Shops and at all regular season home games while supplies last. To order by mail, please call 216.420.GIFT.

Indians Ink

This tabloid is not an Indians team publication, but is sold at the Indians Team Shops (800.336.0514).

MEDIA GATE

The Media Gate is located between Gates A and B. It is strictly for the use of credentialed members of the media. The Media Gate opens five hours before the start of each game. During the Post Season, an auxiliary Media Gate may be established to accommodate increased coverage of the event.

**Cleveland Indians History:
Tony Pena's game-winning home run
in the 13th inning of Game 1 of
the Division Series against Boston
on October 3, 1995, gave the Tribe
their first Post Season win since
October 11, 1948.**

ON-FIELD ACTIVITIES/CEREMONIES

Guests requesting information on singing the National Anthem should contact the Indians Special Events Department. First pitches and pregame ceremony inquiries will be directed to the Tribe's Special Events Department at 216.420.4200 or send a written request to: Cleveland Indians Special Events, Jacobs Field, 2401 Ontario Street, Cleveland, OH 44115-4003.

PARKING

The East Garage has over 50 designated spaces and the North Garage has over 25 spaces for guests with disabilities on a first-come, first-served basis. RV parking is available in the Tower City Center lot accessible from Huron Road. Charter Buses can be parked at Carnegie and East 12th, the Power Brake Lot.

PARTY SUITES

The Indians offer three Party Suites for our guests' entertainment needs. The 1920, 1948, and 1954 Suites are available for groups up to 40 people by reservation only. Information is available at Guest Services. Guests wanting to book one of the Party Suites or needing more information should contact the Indians Group Sales Department at 216.420.HITS.

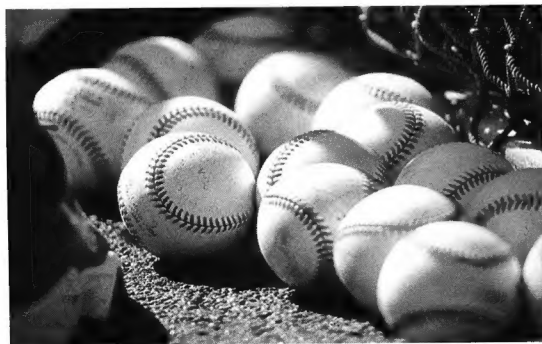


Photo: Gregory Drezdow

PLAYER APPEARANCES

Guests interested in having an Indians player make an appearance at an event should send a request in writing, including which player they would like to secure, the date and time of the event, and the budget, and mail their request to: Cleveland Indians Community Relations Department, Jacobs Field, 2401 Ontario Street, Cleveland, OH 44115-4003.

POLICE ROOM

The Police Room is located on the Service Level and can be reached by dialing extension 4586.

PREGAME WORKOUT SCHEDULE

Start Time	1:05pm	5:05pm	7:05pm
Stretching	10:10	2:10	4:10
Extra Men Hit	10:30	2:30	4:30
Starters Hit	10:45	2:45	4:45
Visitors Hit	11:30	3:30	5:30
Home Infield	12:10	4:10	6:10
Visitors Infield	12:20	4:20	6:20

RADIO BROADCASTS

All regular season games and select Spring Training games are broadcast on NEWSRADIO WTAM 1100 AM and throughout Ohio, Pennsylvania, and New York on the Cleveland Indians Radio Network. In the event of a CAVS or Browns conflict, please pay attention to the various media outlets — newspaper, radio, and TV news.

RECYCLING PROGRAMS

The Cleveland Indians are very pro-active in recycling aluminum cans, cardboard, and plastic cups used throughout Jacobs Field. Scoreboard announcements will be made informing guests of our commitment to recycling.

Guests can earn "Redemption Dollars" good toward the purchase of merchandise at Indians Team Shops or souvenir stands. Only clear plastic cups may be turned in at

Ramp "A" Main Concourse Level, or Upper Guest Services, Section 519 in exchange for "Redemption Dollars." Cups may be redeemed at the start of the eighth inning through postgame.

Ballpark employees are not eligible for Redemption Dollars.

REST ROOMS

There are 41 rest room facilities located throughout Jacobs Field; 19 for women, 19 for men and three (3) unisex/family rest room facilities located at each First Aid Station and at Section 546. All rest rooms at Jacobs Field are accessible to guests with disabilities and all have diaper changing tables.

SCOREBOARD BALLPARK GREETING CARD

A unique way for our guests to send a birthday or anniversary greeting to their favorite Tribe Fan—the Ballpark Greeting Card. Not only will they see their



Photo: Gregory Drezdron

name in lights on one of the largest freestanding scoreboards in the United States, but they will be sent a 5" x 7" photo commemorating the occasion in a handsome souvenir display card. Contact the Indians at 216.420.4161 for more details.

SEAT NUMBERING SYSTEM

If you are looking down at a particular section of seats from the top of the section, seats are numbered highest to lowest from your left to your right.

TELEVISION BROADCASTS

The Indians broadcast games on their local television home, WUAB Hometeam 43, where you get a complete play-by-play account of all the action. The Indians also broadcast games on their cable television home, FOX Sports Net.

TERRACE CLUB

The Terrace Club Dining Room provides its members and guests with the winning combination of the greatest views of baseball with the greatest food in baseball.

The Terrace Club offers luncheon service every weekday that does not conflict with Indians day games. Lunch is served from 11:30am-2pm Monday through Friday (unless there is a weekday afternoon game) and is open to the public. For reservations, guests should call 216.420.4700.



TOURS OF JACOBS FIELD

Tours of Jacobs Field are given from May through September. Tickets are sold at the Indians Main Box Office, all Indians Team Shop locations, and at all Ticket-master Ticket Centers. Information on ticket prices and tour times is available at Guest Services or by calling 216.420.4358.



Photo: Gregory Drezdzen

TOWER CITY CENTER WALKWAY

Located near Ontario Street and Prospect Avenue at the northwest corner of Gund Arena, the walkway allows guests to walk from Tower City Center to Gund Arena in an enclosed environment. The walkway is open when there is an event either at Jacobs Field or Gund Arena. It opens 30 minutes prior to the time the gates open and remains open approximately 90 minutes following the event.

WAHOO CLUB

Guests wanting information on joining the Wahoo Club or attending the club's upcoming events should call 216.999.1781.

LOCATION GUIDE

Club Lounge:

Located behind Club Seats

Concierge Desk (Premium Seats Info.):

Club Level – Carnegie Elevator Lobby

Concourse Activities:

Mezzanine – Section 317

Designated Driver sign-in:

Lower Guest Services – Section 119

Elevators:

All Levels – Ontario St. Elevator – Section 159

Premium Seating Access/persons needing assistance,

Ontario Elevator, Carnegie Elevator – Section 150

East 9th Elevator – Section 119

Employee Break Room:

Service Level – Next to Carnegie Elevator Lobby

Escalators:

Section 162 and Section 116

Family Waiting (Visiting Team - Post Season only):

Service Level – Employee Locker Room B

Family Waiting Room (Home Team):

Service Level – East 9th Elevator Lobby

First Aid Stations:

Lower Concourse – Section 119

Upper Concourse – Section 551